



National Electric Power Regulatory Authority
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Head Office
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

**Consumer Affairs
Department**

TCD.09/3672 -2025
August 29, 2025

Chief Executive Officer,
K-Electric Limited, KE House No 39-B,
Sunset Boulevard Phase-II, Defence Housing Authority,
Karachi.

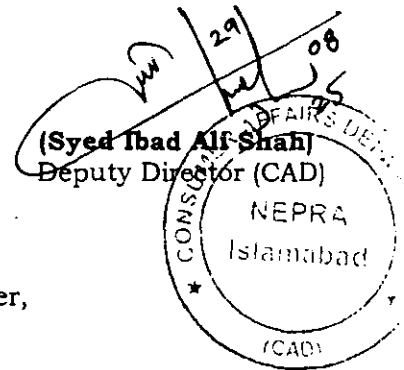
Subject: DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY MR. JAVED RAZA AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI IN THE MATTER OF COMPLAINT FILED AGAINST K-ELECTRIC LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 REGARDING DETECTION BILL (ACCOUNT NO. 0400002882807) KElectric-KHI-45336-10-24

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee (CRC) dated August 29, 2025, regarding the subject matter for necessary action.

Encl: As above

Copy to:-

1. Mr. M. Imran Hussain Qureshi
Chief Regulatory Affairs Officer & Govt. Relations Officer,
K-Electric Limited Office, 56 A, Street No. 88, G-6/3,
Islamabad.
2. Mr. Abid Hussain, Advisor,
Provincial Office Consumer Affairs,
Office No. 706, 7th Floor, Balad Trade Centre,
Aalamgir Road, B.M.C.H.S., Bahadurabad,
Karachi.
3. Mr. Javed Raza,
Flat No. H 605, Ruffi Green City, Block No. 18,
Gulistan-e-Johar, Karachi.
0345-2751501



For information and
necessary action, please.



BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
(NEPRA)

MOTION FOR LEAVE FOR REVIEW IN COMPLAINT NO. KElectric-KHI-45336-10-24

Mr. Javed Raza,

Flat No. H 605, Ruffi Green City, Block No. 18,
Gulistan-e-Johar, Karachi.
Cell: 0345-2751501

Complainant

VERSUS

K-Electric Limited (KE)

KE House No.39B, Sunset Boulevard
Defence Housing Authority, Karachi

Respondent

Date of Hearing: June 19, 2025

On behalf of:

Complainant: Mr. Javed Raza

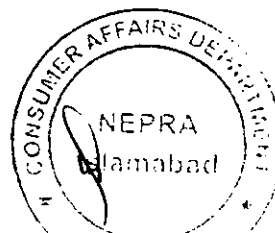
Respondent:

Mr. Junaid Raza (K-Electric Limited)

Subject: **DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY MR. JAVED RAZA AGAINST THE DECISION OF NEPRA REGIONAL OFFICE KARACHI IN THE MATTER OF COMPLAINT FILED AGAINST K-ELECTRIC LIMITED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 REGARDING DETECTION BILL (ACCOUNT NO. 0400002882807)**

This decision shall dispose of the motion for leave for review filed by Mr. Javed Raza (hereinafter referred to as the "Petitioner" or "Complainant") against the decision of NEPRA Regional Office Karachi dated January 29, 2025 in the matter of complaint filed against K-Electric Limited (hereinafter referred to as the "Respondent" or "KE") under Section 39 Of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that NEPRA received a complaint wherein the dispute agitated by the Complainant was regarding charging of detection bill by KE and requested NEPRA to intervene in the matter and direct KE to withdraw the detection bill.



3. The matter was taken-up with KE for submission of para wise comments/report. In response, KE reported that during a site inspection on Jan 01, 2024, a discrepancy of extra phase in use from main DB / punctured cable was found on the connection having Consumer No. LA-632324 and connected load was found to be 10 kW. Therefore, the Complainant was charged detection bill amounting to Rs. 361,307/- for the period from March 07, 2024 to July 06, 2024 on the basis of connected load. The report of KE was sent to the Complainant for information/comments. The Complainant raised observations over the report of KE.

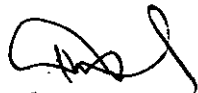
4. In order to proceed further into the matter, a hearing was held at NEPRA Regional office Karachi on January 08, 2025 which was attended by both the parties i.e. the Complainant and representative of KE. During the hearing, the case was discussed in length. Scrutiny of the record provided and arguments advanced by the parties revealed that an extra phase was being used and accordingly KE charged the detection bill amounting to Rs. 361,307/- for the period from April 2024 to July 2024 on the connection having consumer No. LA-632324. However, it was observed that KE has charged the said detection bill on higher side. Accordingly, K-Electric was directed vide NEPRA Regional Office Karachi's letter/decision dated January 29, 2025 to revise the detection bill of Rs. 361,307/- charged to the Complainant on connected load of 6kW as per site inspection report dated December 24, 2024.

5. Being aggrieved with the decision of NEPRA Regional Office Karachi, the Complainant filed a motion for leave for review. The motion for leave for review filed by the Petitioner was considered and accordingly, a hearing dated June 19, 2025 was held at NEPRA Regional Office, Karachi which was attended by both the parties. The following has been concluded:

- i. The instant matter pertains to the charging of detection bill by KE to the Complainant amounting to Rs. 361,307/- for the period from April, 2024 to July, 2024 on connection having consumer No. LA-632324 on the basis of extra phase in use.
- ii. KE charged the above said detection bill on higher side. Therefore, KE was directed vide NEPRA Regional Office Karachi's letter/decision dated January 29, 2025 to revise the detection bill of Rs. 361,307/- charged to the Complainant on connected load of 6kW as observed during the site inspection.
- iii. During hearing, KE provided sufficient evidence of extra phase in use/ cable punctured. The Complainant also admitted the use of extra phase but contested that the same was connected by his neighbors.
- iv. Further, the Complainant requested for payment of revised detection bill in easy installments.

6. Henceforth, a motion seeking review of any order is competent only upon the discovery of new and important matter of evidence or on account of some mistake or error apparent the face of record. The perusal of the decision sought to be reviewed clearly indicates that all material facts and representations made were examined in detail and there is neither any occasion to amend the impugned decision nor any error inviting indulgence, as admissible in law, has been pointed out. Therefore, we are convinced that this review would not result in withdrawal or modification of the impugned decision.

7. Foregoing in view, the review petition filed by the Complainant against the decision of NEPRA Regional Office, Karachi dated January 29, 2025 is rejected as there is sufficient evidence sufficing the use of extra phase against the Complainant's connection. However, on request of the Petitioner and as agreed by the K-Electric Limited during the hearing, KE is directed to recover the detection bill charged to the Complainant on connected load of 6kW into twelve (12) equal installments alongwith current bill for payment. Hence, this review motion is dismissed in above terms and further proceedings are being closed by this office.



(Lashkar Khan Qambrani)

Member Complaints Resolution Committee
Director (CAD)



(Muhammad Irfan-ul-Haq)

Member Complaints Resolution Committee
Assistant Legal Advisor (CAD)



29/08/25

(Naweed Ishaq Shaikh)

Convener Complaints Resolution Committee
Director General (CAD)

Islamabad, August 29, 2025

